



Sprint
Accessibility

Sprint IP FCC Complaint Log

2017 - 2018

Complaint Tracking for Sprint IP (06/01/2017-05/31/2018). Total customer Contacts: 126

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/17	The customer stated that the Assistant Supervisor disconnected them while explaining the situation. The Assistant Supervisor apologized for the inconvenience. The customer requested follow up via email.	06/13/17	The Supervisor coached the Assistant Supervisor on being sure to allow the customer to explain their perspective of the situation and also on better ways to acknowledge his understanding of the issues. The Assistant Supervisor said that he did not disconnect the call and he demonstrated awareness of the repercussions of disconnecting callers. A follow up email was sent at 2:32 pm Wednesday, June 21st.
2	06/13/17	The customer stated that the Assistant Supervisor told them that the Communication Assistant followed the procedures, but wouldn't allow the customer to explain what happened and was told not to ask for the Supervisor anymore because the customer was no longer allowed to file complaints. The customer was hung up on. The Supervisor apologized for the inconvenience. The customer requested a follow up via email.	06/13/17	The Supervisor followed up with the Assistant Supervisor and was coached on the importance of not disconnecting calls and regarding requesting for a Supervisor. Also, Supervisor advised the Assistant Supervisor of the consequences of doing so. A follow up email was sent at 7:32 pm June 21st.
3	06/14/17	The customer stated that the Communication Assistant didn't type to the customer and then they were disconnected. The customer typed but got no response from the Communication Assistant. The Assistant Supervisor apologized for the inconvenience by typing "Sorry for inconvenience this may have caused you." The customer requested follow up via email.	06/14/17	The Communication Assistant's number was not provided therefore, unable to meet with Communication Assistant regarding the customer's complaint. Supervisor followed up with customer via email as requested.
4	06/21/17	The customer stated that the Communication Assistant did not verify the relay service, which was ended after completion of the call and the Communication Assistant immediately disconnected the service without asking if there is another call. The Relay customer Service's Representative apologized for the problem and assured that the complaint would be sent in as stated. Sent email to the customer.	06/21/17	The Supervisor met with the Communication Assistant who followed the disconnect procedure per policy, but explained to always follow procedure. Per policy, we don't ask the customer "would you like to make another call?" Follow up with customer was completed via email on 8/29/17.
5	06/22/17	The customer stated that the Communication Assistant typing was like a drunk person with so many misspelled words that I could hardly understand the message. Customer Service Representative apologized for the inconvenience. The customer requested a call back.	06/22/17	There is no Communication Assistant with this ID number. The Supervisor followed up with customer via telephone as requested.
6	06/22/17	The Sprint IP customer stated that the Communication Assistant left the caller hanging and did not type anything for 3 to 4 minutes and then hung up on the customer. The customer stated that they were having trouble with their Wi-Fi and experienced timeouts trying to connect to Relay. The Assistant Supervisor noted that while taking this complaint, he/she observed that the customer's text would stop in mid-sentence for 2 to 3 minutes before the rest of the text would come through all at once with several "HELLO QQQQ GA" from the Sprint IP customer. The Assistant Supervisor apologized for the inconvenience. The customer requests a follow up via email.	06/22/17	The customer reported Wi-Fi issues, which explains the delays in receiving or sending information and may have presented transmission issues. Additionally, the ID number identified by the customer is not assigned to any employee. Followed up with customer via email with a follow up explanation.

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7	06/22/17	Sprint IP customer stated that the Communication Assistant did not read English and then disconnected the call after letting the customer wait for several minutes. The customer stated that they were having trouble with their Wi-Fi and experienced timeouts trying to connect to Relay. The Assistant Supervisor noted that while taking this complaint, he/she observed that customers' text would stop in mid-sentence for 2 to 3 minutes before the rest of the text would come through all at once with several "HELLO QQQQ GA" from the Sprint IP customer. The Assistant Supervisor apologized for the inconvenience. The customer requests a follow up via email.	06/22/17	The customer reported Wi-Fi issues, which explains the delays in receiving or sending information and may have presented transmission issues and a connection issue caused by a Wi-Fi time out. Follow up sent via email.
8	07/03/17	The customer complained that the Communication Assistant disconnected the caller without doing the disconnect procedure. The caller was not given time to respond to the Communication Assistant when the Communication Assistant hung up the call and when the outbound call was disconnected. The Customer Service Representative apologized for the issue. The caller did not request follow up.	07/03/17	The Communication Assistant did not remember the call, but was coached by the Quality Supervisor on the proper procedures on how to disconnect a call. The Communication Assistant was also reminded of the consequences of disconnecting calls.
9	07/07/17	The customer was trying to call a business and reached an automated system whose options were familiar to the customer. The Communication Assistant did not relay all of the recorded information including the option the customer wished to select. The Customer Service Representative thanked the customer for the feedback and assured the customer that the Communication Assistant's Supervisor would be informed of the call in order to follow up with the Communication Assistant. No follow-up was requested by the customer.	07/07/17	The Supervisor met with the Communication Assistant and coached them on the importance of typing recording options verbatim. No follow up requested.
10	07/12/17	A Sprint IP customer complained that the new version of the Sprint Mobile IP is not user-friendly. The user states that it will not scroll and the keyboard covers the screen or is set to default when wanting to dial a number. The customer is using the 6.2.3 version on an android phone. The Customer Service Representative apologized for the issues that the customer has incurred. The customer did request follow up.	07/12/17	Called twice and it still just dials. Unable to get through. Closing the ticket as we are not able to connect with the customer.
11	07/13/17	The customer called in to say that the Communication Assistant disconnected his call. Customer Service Representative apologized to the customer and thanked him for calling into Customer Service to report the issue. The customer needs follow-up.	08/01/17	The Communication Assistant does not remember the call. The Communication Assistant was coached on proper disconnect procedures and to make the Supervisor aware of a technical issue. A follow up email was sent on August 1, 2017 by the Quality Supervisor.
12	07/21/17	The customer wanted to make a complaint against the Communication Assistant for not following their note that stated to type everything everyone says. The customer stated the Communication Assistant did not type what the first person said before being transferred. The Assistant Supervisor thanked the customer for bringing it to our attention and apologized for any inconvenience and assured that the information would be passed on to the Communication Assistant's Supervisor. The customer is not requesting follow up.	07/21/17	The Supervisor met with the Communication Assistant and found that the outbound caller that initially answered the phone, transferred the call before the Communication Assistant was able to announce relay. The procedure dictates that when doing a specific person request, while it is preferred for the initial greeting to be typed verbatim, if the Communication Assistant is transferred before being able to ask them to repeat, they will not be penalized. No follow up requested.

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13	07/24/17	A Sprint IP user stated that the Communication Assistant did not verify the number to dial before dialing it. The Assistant Supervisor apologized to the customer for the Communication Assistant not following instructions and assured the customer that the Communication Assistant will be coached. Follow up requested via email.	07/24/17	The Supervisor met with the Communication Assistant and explained to the Communication Assistant to make sure that they verify the number. The Communication Assistant had assisted a flag up and an Agent In-Charge came down and verified everything. The Supervisor followed up with customer via email as requested.
14	07/25/17	A Sprint IP user stated that they asked for a Supervisor and the Communication Assistant disconnected the customer without getting a Supervisor. The Assistant Supervisor apologized for the inconvenience. Follow up not requested.	07/25/17	The Communication Assistant did not remember this call; however, the Communication Assistant was coached on the importance of not disconnecting calls. Also, the Supervisor advised the Communication Assistant of the consequences of doing so.
15	08/01/17	The customer stated that the Communication Assistant disconnected her call and hung up on her. The Relay Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	08/01/17	The Supervisor met with the Communication Assistant and reminded them that hanging up on a caller is grounds for termination. No follow up requested.
16	08/06/17	The customer indicated that "the phone call suddenly ended with no response at all." The Communication Assistant stopped relaying or responding even when the customer typed "Hello?" After a few minutes without any response, the customer chose to disconnect the call. The Communication Assistant thanked the customer for the feedback and promised to forward the information along to the Communication Assistant's Supervisor for follow up with the Communication Assistant. The customer did not request any follow up.	08/06/17	The Communication Assistant was coached by the Quality Supervisor to keep the customer informed of all events that happen during the relay of a call. The Communication Assistant was also coached to report any technical issues as they may happen.
17	08/07/17	The customer stated that the Communication Assistant did not follow the instructions outlined in the customer's note. The number called was not verified and the Communication Assistant did not keep the customer informed of the process of the call. The Supervisor apologized for the inconvenience this may have caused and assured the customer that this issue will be addressed with the Communication Assistant. The customer did not request for a follow up.	08/07/17	The Supervisor coached the Communication Assistant on the importance of following the instructions whether verbal or those listed under the customer's notes.
18	08/15/17	The caller said the Communication Assistant disconnected him for no reason while on hold for a live person. The caller requested that Sprint deal with this gentleman who disconnected him for no reason. Customer Service Representative apologized to caller for the issue. Follow up not required.	08/22/17	The Supervisor addressed the Communication Assistant. The Communication Assistant does not recall the circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call.
19	08/17/17	The Communication Assistant did not verify the number before dialing out. The Communication Assistant then disconnected the outbound and the customer told him to redial several times but the Communication Assistant did not. The Assistant Supervisor apologized to the customer and assured them that the information would be forwarded. Follow up requested.	08/17/17	The Communication Assistant was met with. The Communication Assistant did not verify the number. The Supervisor went over the procedure on how to properly verify and follow customer's notes. Follow up was completed as requested by customer via email on 8/30/17.
20	08/21/17	The Sprint IP customer stated that the Communication Assistant read the note and then dialed. The Communication Assistant redialed to answering machine without verifying the number again. The line was busy so the customer said hang up and the Communication Assistant disconnected the customer from relay. The Communication Assistant dialed twice without verifying the number. The Assistant Supervisor apologized for the inconvenience. Customer requests a follow up via email.	08/21/17	The Supervisor coached the Communication Assistant on maintaining a 100% focus on customer's notes to ensure that the call is processed appropriately. The Supervisor also reminded the Communication Assistant that if they see a lot of notes that are overwhelming, there is always a Supervisor or Assistant Supervisor there to assist them. Follow up sent via email.

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21	08/21/17	Sprint IP customer stated they instructed the Communication Assistant to not press anything but the Communication Assistant did anyway. The Communication Assistant typed the entire recording and on redial, typed, "same as before" instead of "Recording Playing". The Assistant Supervisor apologized for the inconvenience and assured the customer that their concern would be forwarded. No follow up requested.	08/21/17	A Supervisor reviewed the customer's comments. The Communication Assistant was reminded to use appropriate phrasing to keep the customer informed of the call progress when reconnecting to a number.
22	08/21/17	The caller reported that during his call, while he was typing, the line disconnected. He was using the public library internet connection on their computer. He called back again to complete that first call that was disconnected, then contacted Customer Service to file a complaint. Customer Service Representative thanked the caller for letting us know and told him the report would be sent to the Program Manager. No follow up was requested.	08/21/17	Customer did not request follow up.
23	08/22/17	Customer stated that the Communication Assistant did not follow the customer's instructions to verify a specific person's request. Secondly, the customer has a note that says, "Keep customer informed and type everything everyone is saying." On a specific person request, the Communication Assistant did not relay the original greeting of a different person who answered the call. The Supervisor attempted to explain that the Communication Assistant followed proper protocol on a specific person request; however, the customer wanted this reported. The customer requested for a follow up via email.	08/22/17	The Supervisor met with the Communication Assistant and determined that there was no Communication Assistant error. The outbound transferred the call before the Communication Assistant was able to ask them to repeat their greeting. Follow up sent via email.
24	08/23/17	A Sprint IP customer complained that the Communication Assistant did not follow instructions during a phone call and kept making choices for the caller while calling through a recording menu. Customer Service apologized for the issue. The customer did not request follow up.	08/23/17	The Communication Assistant was coached by the Quality Supervisor over the importance of remaining transparent and not making choices on behalf of the customer.
25	08/27/17	The customer called Sprint IP Relay and the Communication Assistant didn't respond or dial the number provided. The customer called again and got the same Communication Assistant and again the Communication Assistant didn't respond. This occurred between 12:08 am and 12:20 am Pacific time. The third time the customer called in, the customer got a different Communication Assistant and the call was placed. I informed the caller that I would pass this issue onto the Communication Assistant's Supervisor for coaching and thanked the customer for bringing this issue to our attention. The customer does not require follow up.	08/27/17	The Supervisor addressed this issue with the Communication Assistant and the Communication Assistant does not recall circumstances of this nature. The Communication Assistant was reminded of the importance of processing the call as soon the call drops into Communication Assistant's station.
26	08/28/17	A Sprint IP user stated that the Communication Assistant did not verify the number to dial as stated in their notes. The Supervisor apologized for the inconvenience. Follow up requested via email.	08/28/17	The Supervisor addressed the Communication Assistant and the Communication Assistant understood the importance of verifying the number to dial as stated in their note. A follow up email was sent at 9 pm Tuesday, August 29.

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27	08/28/17	A Sprint IP user stated upon the Supervisor's request, that the Supervisor seemed like they were in a hurry and angry. The customer believes the Supervisor's name was Andrew. The caller asked why did the Communication Assistant redial and the Supervisor responded, "You asked the Communication Assistant to redial." Caller said he/she read the notes, which were to verify the number and instructions every time it was redialed. The Supervisor responded that the caller shouldn't be angry and then hung up before he was able to give the Communication Assistant the number. The caller tried to educate the Communication Assistant to follow notes before being disconnected from relay after being told the Communication Assistant followed the correct procedure and before the caller could request the Communication Assistant back. The Supervisor apologized for the inconvenience. Follow up requested via email.	08/28/17	The Supervisor coached the Communication Assistant on the importance of responding in a proper manner. The Supervisor also advised the Communication Assistant of the consequences of disconnecting calls. A follow up email was sent at 8:08 pm Tuesday, August 29.
28	08/28/17	The Customer stated that the Communication Assistant hung up on him immediately after saying that the call has been disconnected and the Communication Assistant did not give the customer a chance to place any other calls. Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	08/28/17	The Supervisor addressed this issue with the Communication Assistant and while the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call.
29	09/05/17	The customer stated that this Communication Assistant disconnected the call after 4 rings. The customer also stated that they had a transcript of the conversation and will be emailing that to us for further confirmation of the problem. Customer Service's response: Apologized for the problem and assured that the complaint and the confirmation email would be sent in as stated. The customer requested that an email response be sent back to them in regards to the problem.	09/05/17	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call. The Supervisor followed up with the customer via email sent at 10:10 am, Friday, September 8.
30	09/08/17	The customer sent an email transcript of the conversation pertaining to her call. The Communication Assistant did not follow the customer's instructions or the instructions were not clear to the Communication Assistant. A Supervisor was requested and did assist with the call at the time. Customer Service told the customer that the report would be sent to the call center's Supervisor who may have already taken care of the issue. I thanked the customer for letting us know of her concern. No follow up was requested at this time.	09/08/17	The Supervisor assisting on the call coached the Communication Assistant at the time to always clarify with the customer how to proceed if they are unsure. The Supervisor met with the Communication Assistant again to reiterate. No follow up requested.
31	09/09/17	The customer stated the Communication Assistant did not follow two instructions outlined on the customer's notes. The first issue pertains to keeping the customer informed. customer received, "ONE MOMENT PLEASE," but it was never elaborated why the Communication Assistant needed to use this phrase. At a different part of the call, the Communication Assistant did not indicate that the person has returned after placing the caller on hold. The only thing the Communication Assistant typed was "Relaying your info". The second concern was that the Communication Assistant did not utilize the proper disconnection procedure. The Communication Assistant disconnected after the first Ready to Hang Up and did not use a disconnection phrase. The Supervisor apologized for the inconvenience. The customer wanted a follow up via email.	09/09/17	The Communication Assistant was met with and coached on keeping the caller informed at all times including any call changes, interruptions, etc. The Communication Assistant was also coached on how to do the disconnect procedure properly. A follow up email was sent as requested.
32	09/12/17	The customer stated that the Communication Assistant was rude. Customer Service apologized and thanked them for calling in about their issue. No follow-up is needed.	09/12/17	The Supervisor met with the Communication Assistant and coached them on maintaining a professional demeanor when interacting with customers. No follow up requested.

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33	09/14/17	A Sprint IP customer stated that he/she asked the Communication Assistant to place a call with instructions on how to do the answering machine. The line rang 3 times. The Communication Assistant redialed and got my message, but didn't ask if I wanted to redial. The customer requested for a Supervisor. The Assistant Supervisor said that it appeared to be technical so "we redial." The customer said it didn't apply to their notes. The Assistant Supervisor said that it depends on special circumstances. The customer said that they did not understand what he meant by that and the Supervisor didn't explain/clarify the special circumstances. Then the Assistant Supervisor typed "Hanging Up" and said ending discussion to attend to other callers. Caller stated that the Assistant Supervisor decided to end the call, not him. Requested for the Communication Assistant to be coached. Eventually asked for the Communication Assistant back. The Assistant Supervisor apologized for the inconvenience. The customer requested follow up via email.	09/14/17	The Supervisor met with the Assistant Supervisor and coached them on filling out a trouble ticket when experiencing technical difficulties. The Assistant Supervisor was also told that the Communication Assistant should have informed the customer of the reason that they were redialing, regardless of the customer notes. Considering the customer notes stated to keep the customer informed of all call changes, it would be even more reason to tell them what was going on. Lastly, the Assistant Supervisor was told not to type Ready to Hang Up and abruptly end the call without providing resolution to the customer. Follow up sent via email.
34	09/14/17	The customer stated the Communication Assistant did not do a good job. The Assistant Supervisor requested more information, none was provided, so they apologized and assured the customer the information would be forwarded appropriately. Follow up requested via voice mail.	09/14/17	The Quality Supervisor discussed the report made by the customer with the Communication Assistant. Unfortunately, specifics were not given by the customer and the Communication Assistant does not recall an event on the date of the call. The Communication Assistant was reminded by a Supervisor to alert a Supervisor and to report any difficulty that may result in customer dissatisfaction. A follow up voice mail was left as requested.
35	09/18/17	The Sprint IP customer stated that the Communication Assistant attempted to dial the number before verifying with the inbound customer per the caller's notes. The customer also stated that the Assistant Supervisor disconnected after assisting the Communication Assistant. The caller did not give a name of the Assisting Supervisor. The Assistant Supervisor apologized for the inconvenience. The customer requests a follow up via email.	09/18/17	The Communication Assistant was coached to maintain 100% focus on the customer's notes to ensure that the call is processed appropriately. Follow up sent via email.
36	09/19/17	A Sprint IP customer stated that the Communication Assistant disconnected the call. The customer was not sure if it was due to technical issues or a hang up. The Assistant Supervisor apologized for the inconvenience. Customer follow up requested via email.	09/19/17	The Supervisor met with the Communication Assistant by coaching and going over the correct disconnect procedures. The Supervisor followed up with customer via email.
37	09/19/17	The customer called in to say that the Communication Assistant typed slowly, then not at all, and then fast. Customer Service apologized to the customer and thanked them for calling in. No follow-up needed.	09/19/17	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may disrupt the quality of the call.
38	09/19/17	The customer stated that Communication Assistant said that there were technical issues during the call but did not really specify the issues. Customer Service apologized and thanked the caller for calling in. The customer does not need follow-up.	09/19/17	The Supervisor met with the Communication Assistant, and he did not re-call anything specific pertaining to a call that he experienced technical difficulties. He was coached to always alert a Supervisor and fill out a trouble ticket if he does. No follow up requested.
39	09/20/17	Customer stated that this Communication Assistant did not follow instructions outlined in the customer's notes to relay everything even on a specific person asked. The Communication Assistant did not relay the switchboard's greeting. The Supervisor apologized for the inconvenience. The customer did not request a follow up.	09/20/17	The Supervisor coached the Communication Assistant on the importance of following all instructions outlined in the customer's note.

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40	10/03/17	A Sprint IP user requested a change of our default announcement. There are no notes on the customer's record regarding an alternate announcement. The customer stated that he/she did not have a complaint about any particular Communication Assistant. The Assistant Supervisor thanked the caller for the feedback. The customer requested a follow up on this recommendation.	10/03/17	Sent an email to the customer with the link where she can update the announcement on her profile.
41	10/04/17	The customer stated that the Communication Assistant did not wait for confirmation after verifying the called to number. The Communication Assistant verified the number and immediately dialed out. The Supervisor apologized for the inconvenience that this may have caused. No follow up requested.	10/04/17	The Supervisor coached the Communication Assistant on the proper procedure when verifying the given instructions.
42	10/05/17	The customer stated that Communication Assistant waited three minutes to redial a call that was busy. Customer Service apologized to customer for the issue. No follow-up is needed.	10/05/17	The Communication Assistant was met with by the Supervisor and coached on proper call handling procedures, following customer instructions such as redialing as well as being attentive, and responding immediately to customers at all times.
43	10/11/17	The customer stated that on SprintIP calls, the Communication Assistants type the 'Go Ahead,' then while the SprintIP customer is typing a response, the Communication Assistant continues to type what the voice person said. The customer said that they feel that it is the Communication Assistants' responsibility to make sure to stop the voice person and let them know that the customer is typing after the Communication Assistant has typed the "Go Ahead".	10/11/17	Since the Communication Assistant's ID was not provided, the Supervisor was unable to conduct a follow up meeting with the Communication Assistant. An email was sent to the customer.
44	10/13/17	The Communication Assistant did not tell type what the outbound customer said when they answered the phone before explaining relay. The Assistant Supervisor informed the caller it was procedure for the Communication Assistant to explain relay before asking them to repeat how they answered the phone. Follow up requested via email.	10/13/17	It was determined that the Communication Assistant followed proper procedure therefore, no complaint was filed against them. Follow up sent via email.
45	10/18/17	The customer stated that the Communication Assistant did not verify the instructions given. The Supervisor apologized for the inconvenience. No follow up requested.	10/18/17	The Supervisor coached the Communication Assistant on the importance of following instructions whether it be verbal instructions or those listed under customer notes.
46	10/25/17	The customer complained that the Communication Assistant did not inform him after the message was left that he had hung up. Customer Service apologized for the issue. The customer did not request follow up.	10/25/17	The Communication Assistant did not remember the call, but was coached by the Quality Supervisor to keep the customer informed of all steps that are performed throughout the call.

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47	10/25/17	The customer sent an email to Customer Service stating that the Communication Assistant disconnected his call. He did provide a copy of the conversation saved from his call. Customer Service apologized for the inconvenience and told him the report would be sent to the call center Supervisor. Follow up requested.	10/25/17	The Communication Assistant was met with and coached on proper disconnection procedures. The Communication Assistant stated that they did disconnect the call but the call was done. They did not use proper disconnect procedures. The Quality Supervisor sent follow up email on 10/26/2017
48	10/25/17	Customer reported two complaints about SprintIP call issues with cell phones. Customer Service apologized and opened a Trouble Ticket. Follow up is requested with problem resolution.	10/25/17	Customer has not responded with any updates. Technician placed test calls and platform has no issues.
49	10/30/17	The Communication Assistant did not type that the number had been dialed. Customer Service Representative apologized for the problem and let the customer know that the Supervisor will be informed of the issue. No contact requested.	10/30/17	The Communication Assistant was met with and coached by the Supervisor. The Communication Assistant followed the correct procedure. No follow up requested.
50	10/31/17	The customer put an invalid number in the calling to number in the dial window. Instead of verifying the invalid number, the Communication Assistant informed the customer and asked for a valid number. The customer refused to provide it and asked for the Supervisor. The Supervisor also stated that the calling to number was invalid and that was why the Communication Assistant did not verify it. The customer believes whether or not the number is valid, the Communication Assistant should be following the customer's notes and verify it anyway. The Assistant Supervisor apologized for the inconvenience and assured the customer that the information would be forwarded.	11/01/17	A Supervisor discussed the customer's report with the Communication Assistant. The Communication Assistant recalled the incident where the instruction was not followed and that an apology was made to the customer at the time of the call. The Communication Assistant was coached by the Supervisor to be more attentive and to follow customer notes/instructions going forward.
51	11/01/17	The Communication Assistant didn't know how to use the menus.	11/01/17	Customer would like a follow up email. Supervisor coached the Communication Assistant in proper procedure involving the recording menu. A follow up email was sent at 3:47 pm, Friday, November 3.
52	11/03/17	A Sprint IP user stated that the Communication Assistant ignored their reply after the Communication Assistant asked if they wanted to redial. The user replied, "God, no, hold..." and they gave another number to call. The Communication Assistant took control of the call and redialed, even after being told, "God no..." and getting a new number. The user said the Communication Assistant lied to the Assistant Supervisor after the Assistant Supervisor talked to the user. The Assistant Supervisor stated that they misunderstood the Communication Assistant's explanation and misrepresented to the user. The device user wants this forwarded to the State and Federal officials. Assistant Supervisor apologized for the inconvenience. Follow up requested via email.	11/03/17	The Supervisor met with the Communication Assistant and coached them on proper procedure of following customer's instructions. Supervisor followed up with customer via email as requested.

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53	11/03/17	A Sprint IP Relay user states that the Communication Assistant typed entering phone number and did not do the disconnect procedure properly. The Assistant Supervisor apologized for the inconvenience. Follow up requested via email.	11/03/17	The Communication Assistant did not remember this call; however, the Communication Assistant demonstrated knowledge of appropriate disconnect procedures. Follow up email was sent to the customer.
54	11/03/17	A Sprint IP Relay user stated that the Communication Assistant disconnected them when they wanted to make another call. The Assistant Supervisor apologized for the inconvenience. Follow up requested via email.	11/03/17	The Communication Assistant did not remember the call; however, was coached by the Quality Supervisor over the consequences of inappropriately disconnecting calls. A follow up email was sent as requested.
55	11/07/17	The customer was unable to retrieve voice mail via Sprint IP. Customer Service Representative apologized and thanked the customer for sharing this.	11/07/17	Technician modified the routing between two switches and it is working.
56	11/08/17	A Sprint IP Relay user stated that the Communication Assistant did not follow their instructions on what option to pick and the department that they were looking for. The customer said that the Communication Assistant outright lied to Supervisor saying "I didn't give any instructions before the recording has hung up. Is this a firing offense? Lying to a Supervisor? The Assistant Supervisor apologized for the inconvenience and assured the customer that this was documented. The customer requests follow up via email.	11/08/17	The Supervisor met with the Communication Assistant and went over proper procedures for following the customer's instructions. The Communication Assistant asked for help from the Assistant Supervisor during the call. The Communication Assistant followed the correct procedures. The Supervisor followed up with the customer via email as requested on 11/15/17.
57	11/20/17	When calling the company, the first Communication Assistant was unable to get through easily to a live Operator. The Communication Assistant kept having to redial. The customer asked for a second Communication Assistant who was able to get through the first time. The Communication Assistants reported different recording messages. The responding in-charge apologized and informed the customer that the information will be shared with the appropriate department will try to determine what occurred when the recording answered.	11/21/17	A Supervisor discussed the customer's report with the first Communication Assistant. The Communication Assistant reported that they attempted to follow the customer's instructions; however, the recording did not provide the option for a live person. The Communication Assistant kept redialing per the customer's request, but that was still no option to get to alive person. The customer then asked for another Communication Assistant who took over the call. The second Communication Assistant dialing the same number received a different recording and was able to meet the customer's request. The Supervisor followed up with the customer apologizing and thanked them for the feedback.
58	11/20/17	The customer sent an email to Relay Customer Service stating that the Communication Assistant was asked to listen to her voice mail messages, but the Communication Assistant hung up. The customer called back and got a different Communication Assistant who processed the call as requested and retrieved the voice mail messages. Customer Service apologized for the inconvenience and told the customer that the report would be sent to the call center Supervisor. No follow up requested.	11/20/17	Supervisor met with the Communication Assistant, but did not remember getting a call like that. The Communication Assistant was coached on the proper procedure.

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59	11/28/17	The caller reported that the Communication Assistant disconnected his call without his consent when placing a call to a business and asking for a special department. Customer Service Representative apologized for the inconvenience and asked whether he was able to complete his call with a different Communication Assistant. He did paste the content of the call to my call screen as witness. He said he did try but again the next Communication Assistant disconnected his call also. Customer Service Representative told him the report would be sent to the call center Supervisor. He would like follow up to the email address provided.	11/28/17	The Supervisor met with the Communication Assistant and coached them on maintaining caller control. An email was sent as requested.
60	11/30/17	The customer stated that when using Sprint Mobile IP, his calls are slow, freezing up, or simply not working. This has been happening for the last 5 months since he did the last update. He has been a customer for 3 years. He says he gives up when he can't finish processing his calls and has given up. Relay customer Service apologized for the problem and assured that a complaint would be sent in as stated and a trouble ticket would also be turned in on the problem. He would like contacted back via email when the problem is fixed.	11/30/17	Sent the customer a follow up email and the customer said that it is working much better and appreciated the follow up.
61	12/05/17	A Sprint IP Relay customer stated that the Communication Assistant typed options being pressed which was good, but when the Assistant Supervisor got on the line, the customer asked what was the name of the option numbers pressed. For example: tech department - press 2 billing press - 3, etc. The Assistant Supervisor said that the Communication Assistant isn't required to type that. The customer feels that the Assistant Supervisor failed to answer any questions or concerns of the customer. The customer said that they shouldn't have had to ask so many questions to get to the answer they wanted. The customer felt that the Assistant Supervisor should have been up front with them. The Assistant Supervisor apologized for the inconvenience and customer requested a follow up via email.	12/05/17	The Supervisor addressed this issue with the Assistant Supervisor. A follow up email was sent.
62	12/05/17	A Sprint IP Relay user stated that the Communication Assistant did not type recording and want this complaint forwarded to the Customer Service Supervisor. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	12/05/17	The Supervisor met with and coached the Communication Assistant to read and follow any and all of the customer's instructions typed, in the customer notes or preferences of customer appropriately. No follow up requested.
63	12/06/17	Customer stated that the Communication Assistant did not follow the customer's preference, "do not type recording." Secondly, the customer was calling to a medical institution and it took the Communication Assistant at least half hour to "get it right". The customer stated, "it is frustrating having to reiterate to the Communication Assistant not to type recording and when the option is given, the Communication Assistant does not press for the option, which prolonged the call unnecessarily. The Supervisor apologized for the inconvenience and assured the customer the this contact will be referred to the Communication Assistant's direct Supervisor. Customer does not want a follow up.	12/06/17	The Supervisor met with and coached the Communication Assistant to follow all customer's notes, preferences, and typed instructions. No follow up requested.

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64	12/07/17	A Sprint IP Relaycustomer stated that the Communication Assistant did keep them informed of what was being said and verified the department, when on the phone call. The Communication Assistant may have not had patience entering the information. The customer instructed to enter their phone number, but the Communication Assistant entered options into the automated system. After three tries, a recording stated that the number was no longer in service and then the customer was disconnected. The customer was not sure if there was a glitch or if the Communication Assistant disconnected caller. The Supervisor apologized for the inconvenience and advised that this would be given to the proper Supervisor. The customer requested a follow up via email.	12/07/17	A Supervisor met with the Communication Assistant to review the customer's concern. Unfortunately, the Communication Assistant does not recall the details described by the customer. The Communication Assistant does recall a recording call where the system displayed inbound and outbound disconnect messages. The Communication Assistant does not recall an accidental disconnect but will in the future alert a Supervisor if one occurs. An email response, explanation, and apology was sent to the customer.
65	12/12/17	The Communication Assistant was given a specific option to enter into the prompt as well as the name of the department. The Communication Assistant chose a different option number but the department name was the same. The Assistant Supervisor informed the customer that the Communication Assistants are taught to select by department name and not option number as menus may change. No follow up requested.	12/12/17	The customer explained the concern the Assistant Supervisor informed the customer that Communication Assistants are taught to listen to the options and select by department name and not option number as menus may change. The customer understood the explanation.
66	12/13/17	A Sprint IP Relay user was upset that the Communication Assistant did not type out options, saying it's illegal for Communication Assistants not to type out options and take over their calls. The customer typed what they needed at the beginning of the call so that the Communication Assistant could get them through the options. The Assistant Supervisor assured the customer that their complaint was documented and would be forwarded to the proper Supervisor. The customer requests a follow up via email.	12/13/17	A Supervisor met with and coached Communication Assistant. The Communication Assistant did follow correct procedures. Followed up with customer via email as requested.
67	12/20/17	A Sprint IP customer called to complain that a Communication Assistant hung up while on hold during a call and then did not give an option to redial. Customer Service apologized for the problem and the customer did not request follow up.	12/20/17	The Supervisor met with the Communication Assistant and reminded them of the repercussions on hanging up on people. No follow up requested.
68	12/27/17	The caller reported that after being on a relay call for about an hour, the line was suddenly disconnected. The customer did not know how or why the Communication Assistant sounded frustrated before disconnecting the call. Customer Service apologized for the inconvenience and told the caller that the report would be sent to the call center's Supervisor. Follow up requested.	12/27/17	The Supervisor met with the Communication Assistant and reminded them of the repercussions of disconnecting on callers. Follow up sent via email.
69	12/29/17	Customer stated that the Communication Assistant disconnected the call. Apologized and thanked the customer for calling. No follow-up requested.	01/17/18	The Supervisor was going to meet with the Communication Assistant and realized that there is no Communication Assistant assigned by this ID number. No resolution was able to be completed.
70	01/08/18	A Sprint IP user told the Communication Assistant to redial and to leave a message. The Communication Assistant did as instructed, but caller has notes saying to re-verify the number on all calls including redialing to the answering machine. The Communication Assistant did not verify the number and disconnected the caller from Relay. The Assistant Supervisor apologized for the inconvenience. The customer requests follow up via email.	01/08/18	The Supervisor met with the Communication Assistant and coached them on the importance of maintaining a 100% focus on customer's notes to ensure that the call is processed appropriately. Follow up sent via email.

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71	01/09/18	The customer stated in an email "I have had no luck today updating my call list. The only calls that will go through are the calls on my list. If I cannot use Sprint IP, I have no way to make a telephone call. Relay Customer Service Representative apologized for the problem and assured that a trouble ticket would be sent in on the problem. Email requested when the problem was fixed.	01/09/18	A follow up email was send and the customer stated that she is able to make calls.
72	01/09/18	the Customer stated in an email: Suddenly, I can no longer make phone calls via Sprint IP. Why? What happened? I got this message in red: INVALID USER CREDENTIALS! DISCONNECTED. Relay Customer Service apologized for the problem and assured that a trouble ticket had been turned in on the problem. Email requested when the problem is fixed.	01/09/18	Sent an email to the customer and the customer stated that he is able to make calls.
73	01/12/18	A Sprint IP Relay user stated that the Communication Assistant did not follow their customer notes. The customer was upset and asked for a Supervisor, but the Communication Assistant had already dialed out and the outbound line was answered. The customer was upset since the Communication Assistant didn't hang up the call. The customer claims that the Communication Assistant kept them from speaking with a Supervisor. The Assistant Supervisor apologized for the inconvenience. Customer did not request a follow up.	01/12/18	The Supervisor met with and coached the Communication Assistant on the proper way to handle different call processing procedures and following the customer's instructions and notes. No follow up requested.
74	01/19/18	The customer was not happy with the Communication Assistant's performance and suggests that they need more training. Customer Service Representative apologized for the problem and explained that the Supervisor will be informed of the issue. No contact wanted.	01/25/18	The appropriate action was taken by the Supervisor to investigate the report made by the customer. Action was taken to ensure an incident of this nature does not occur again.
75	01/19/18	Voice customer unable to reach Sprint IP customer. Apologized. No follow-up requested.	02/14/18	The Supervisor met with Communication Assistant and it was determined that the Communication Assistant did follow proper procedures in trying to reach the customer. No follow up requested.
76	01/30/18	A Sprint IP customer is unable to reach a Communication Assistant. Customer Service Representative apologized and submitted trouble ticket. Thanked customer for calling.	01/30/18	The technician fixed it and the customer can make calls.
77	02/02/18	A Sprint IP Relay customer complained that a previous Communication Assistant was unable to reach a live person per the customer's notes so the Communication Assistant presented options to the customer instead of holding indefinitely. The Assistant Supervisor apologized for the inconvenience. The customer requested a follow up via email.	02/02/18	The Supervisor was unable to meet with any Communication Assistant due to the customer not providing a Communication Assistant ID. The Supervisor did follow up with the customer via email and apologized for the inconvenience due to their instructions not being followed.
78	02/02/18	A Sprint IP user said that the Relay Supervisor doesn't do anything. The customer said that the Supervisor coached the Communication Assistant and wants to know why the Communication Assistant will not follow the notes and wants the Supervisor to do something about Communication Assistants not following directions. The Assistant Supervisor apologized for the inconvenience. The customer requested follow up via phone or email.	02/02/18	The Supervisor followed up with the customer about a general complaint against Supervisors via email and assured the customer that the Supervisors handle each complaint accordingly and follow up with the Communication Assistants every time to follow proper procedures.

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79	02/02/18	A Sprint IP Relay user stated they were disconnected by the Communication Assistant and the outbound party at the same time. The outbound party disconnected due to over timing while waiting for a Supervisor. The Assistant Supervisor apologized for the inconvenience. The customer would like a follow up via mail.	02/02/18	The Communication Assistant did not remember this call; however, was coached on the importance of not disconnecting calls. Also, advised the Communication Assistant of the consequences of doing so. Follow up via mail has been done.
80	02/02/18	A Sprint IP customer stated that the Communication Assistant refused to get a Supervisor and hung up on the customer. The Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via email.	02/02/18	The Supervisor coached the Communication Assistant on contacting a Supervisor when requested and of the consequences of disconnecting a customer. The Supervisor followed up via email.
81	02/02/18	A Sprint IP Relayuser stated that they typed "Thank you, Ready to Hang Up" and the Communication Assistant ignored them and kept typing. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	02/02/18	The Communication Assistant was coached by the Quality Supervisor over the important of remaining alert and focused to the customer's typed instructions.
82	02/05/18	The customer stated that when trying to place a call through Sprint Mobile IP, it said that he is not signed in, but he IS signed in. He cannot dial out or receive incoming calls. Instead he receives an email message. He is using his iPad app on an iPad Pro and he has high speed Spectrum internet. Customer Service Representative apologized for the problem and assured that a complaint would be turned in as stated. Email requested when the problem is fixed.	02/05/18	Sent 3 emails for the customer and still no response. Case is closed.
83	02/06/18	The customer pasted the conversation of a recorded message. The Communication Assistant dialed the number, gave the macro (recording playing, then (Holding...), then the Communication Assistant typed, Your call has been disconnected along with giving the date and time of the call. The Communication Assistant then typed, Thank you for using Sprint IP Relay and hung up on the customer. Relay Customer Service apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.	02/06/18	The Communication Assistant understands the severity of disconnecting on customers. They believed the disconnect was due to no response but did not remember the exact call. Discussed proper disconnect procedures when moving forward.
84	02/07/18	The Communication Assistant did not keep the caller informed of messages not being relayed due to the customer being on hold. The Assistant Supervisor apologized and assured the customer that the situation will be addressed and followed up accordingly. Follow up requested via email.	02/07/18	The Supervisor met with the Communication Assistant and coached them on the importance of relaying call changes at the time of the occurrence. Follow up sent via email.
85	02/07/18	The SprintIP user would like to file a complaint as the Communication Assistant did not respond to their question while on hold. The customer asked if there was menu twice with no response from the Communication Assistant. The customer also stated that the Communication Assistant didn't type what option was pressed for a live person or that there was music playing while on hold. The customer required a follow-up email after meeting with the Communication Assistant. I informed the customer that this would be forwarded this complaint to the Communication Assistant's Supervisor and that they would receive a follow-up email regarding this complaint.	02/07/18	The Supervisor coached the Communication Assistant on proper procedures, remaining focused, responding immediately to the customer, and keeping the customer informed. Supervisor sent follow-up email.

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86	02/07/18	The customer has been attempting to reach Customer Service in regards to someone assisting with changing the preferences on their SprintIP account. Customer Service is refusing to acknowledge the customer's need for help and referring them to another contact. Unfortunately, that contact is also refusing to help. Follow up requested via email.	02/07/18	Emailed customer as requested. Customer Service did not receive a response from the customer. Closing the case.
87	02/09/18	The customer reported that the Communication Assistant did not follow procedure by informing them that they were reading the notes and did not verify the number before dialing out. Apologized for the inconvenience and let the customer know that the information would be passed on to the appropriate person for follow up with the Communication Assistant. Customer would like follow up.	02/09/18	Supervisor met with the the Communication Assistant immediately following the call. The Communication Assistant was coached on the importance of following the customer's instructions. A follow email was sent to the customer.
88	02/09/18	A Sprint IP Relay customer stated that the Communication Assistant refused to do her job by keeping the customer informed of all events and actions on the Communication Assistant's end of the line. The Assistant Supervisor apologized for the inconvenience. The customer requests a follow up via email.	02/09/18	The Supervisor met with the Communication Assistant and it was determined that the Communication Assistant did follow proper procedures in keeping the customer informed. The Supervisor coached the Communication Assistant to continue following proper call processing procedures. An email was sent to the customer as requested.
89	02/15/18	Sprint IP customer not able to receive calls. Customer Service Representative apologized. A trouble ticket was submitted. Customer did not request follow up.	02/15/18	The issue was fixed with the bandwidth. No follow up requested.
90	02/15/18	Sprint Mobile IP user continually gets a busy signal when making relay calls. Customer Service representative apologized for problem. A trouble ticket was created for the technicians to research this. The customer will call back to check on 2/16.	02/15/18	The technician fixed the bandwidth provision number. Customer stated that all is working.
91	02/19/18	The caller reported that she is not able to connect to any numbers when placing calls using Sprint IP and Sprint Mobile IP. She only gets a busy signal continuously no matter which number she calls. Customer Service Representative apologized for the inconvenience and told the caller that a trouble ticket would be entered to resolve the issue.	02/19/18	Emailed the customer to let her know it was fixed and asked if her to contact Customer Service if she was having problems.
92	02/21/18	The caller reported that the Communication Assistant did not follow his database instruction notes. Notes instruct the Communication Assistant to type the entire recording message and not to ask if they want a live person. Customer Service Representative apologized for the inconvenience and told him that the report would be sent to the call center's Supervisor. No follow up requested.	02/21/18	Supervisor met with the Communication Assistant and coached them on remaining focused on all calls and assured to follow customer instructions.
93	02/23/18	The customer stated that they could not receive incoming calls via Sprint IP and that the person calling was getting an error message. Customer Service placed test calls and got an error message stating that the call could not be completed. Customer Service entered a trouble ticket. The customer did not request follow up.	02/23/18	The technicians fixed it. Customer did not request follow up.

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94	02/26/18	The customer reported that the Communication Assistant did not follow his database instruction notes to type the entire recording. Instead, the Communication Assistant only typed the beginning of the recording and sent the message (Recording playing) (Hold for a live personQQ). Customer Service apologized for the inconvenience and told him that the report would be sent to the call center's Supervisor. No follow up requested.	02/26/18	The Communication Assistant did not remember this call; however, was coached on the importance of reading and following customer notes. Follow up not requested.
95	03/05/18	The caller reported that during his call from a potential customer, the Communication Assistant became rude when he was asked to repeat the caller's phone number that was given so that he could communicate in the future by texting. Customer Service Representative apologized for the confusion caused during the conversation with his customer. I told him the report would be sent to the call center Supervisor. He definitely would like a follow up call.	03/07/18	The Supervisor met with the Communication Assistant. The Communication Assistant was guided on appropriate responses and to alert a Supervisor when a customer becomes distraught. The Supervisor confirmed that the Communication Assistant followed protocol in typing everything heard and assuring that the customer was aware. The Supervisor followed up with the customer by phone. The customer requested additional follow up by email. The Operations Project/Program Manager followed up with the customer by email. Both assured the customer the appropriate discussion was held with the Communication Assistant. Verbatim protocol was explained.
96	03/12/18	The customer said that in the preference instructions, it says not to explain relay. The Communication Assistant did not follow those instructions. Relay Customer Service Response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	03/12/18	The Communication Assistant was coached by the Quality Supervisor over the importance of following all customer preferences, notes, and typed instructions.
97	03/12/18	The caller reported that when she typed a question to the Communication Assistant before dialing the number, the Communication Assistant never responded and just started dialing. The line was ringing one to ten rings. A response was never given and the line just remained open with no answer on the line with no response from the Communication Assistant. Customer Service Representative apologized for the inconvenience and told her the report would be sent to the call center Supervisor. No follow up requested.	03/12/18	The Communication Assistant was coached by the Quality Supervisor over the importance of remaining alert and focused on calls. The Communication Assistant is aware that they are to address customer's questions and respond in a timely manner.
98	03/13/18	The Communication Assistant explained relay when preferences said not to explain. Customer Service Representative apologized. No follow-up requested.	03/13/18	The Communication Assistant was coached by the Quality Supervisor over the importance of following all notes and preferences.
99	03/13/18	Customer stated that he cannot get the Sprint Mobile IP login information to work since he recently formatted his wireless device. Relay Customer Service apologized for the problem and assured that a trouble ticket would be sent in on the issue. Email back requested.	03/13/18	Sent the customer three emails asking for more details about the messages he is receiving when trying to log, but did not hear from the customer. Closing the contact.

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100	03/19/18	An anonymous email sent to a Sprint Relay Customer Service stating they would like to file a complaint. They stated that they are a phone Communication Assistant at another company and received terrible service from the Communication Assistant. The email stated that the Communication Assistant was rude, brash, and interrupted the conversation. Customer Service Representative thanked the contact for letting us know and replied that the report would be sent to the call center Supervisor. Customer Service Representative apologized for any inconvenience. Follow up is optional.	03/19/18	The Supervisor met with Communication Assistant and Communication Assistant couldn't give details due to lack of information given from caller. The Communication Assistant was coached to be polite at all times and to watch voice tone when speaking. Followed up with customer via email (optional) as requested.
101	03/20/18	A Sprint IPRelay user stated that the Communication Assistant didn't follow their instructions to get a live person, always use menus and, instead, typed out the menu options. The Assistant Supervisor apologized for the inconvenience. The customer requests follow up via phone or email.	03/20/18	The Supervisor met with the Communication Assistant and the Communication Assistant stated that the customer's directions were confusing and thought the customer wanted the recording typed instead of getting a live person. It was determined that the Communication Assistant did not follow the customer's instructions correctly and was coached to clarify instructions with the customer before proceeding with the dial out. The Supervisor followed up with customer via email.
102	03/20/18	A TTY customer stated that the Communication Assistant needs to let customers know what is going on and also complained that the Communication Assistant took control of their call. The Assistant Supervisor apologized for the inconvenience. Customer requested follow up via phone or email.	03/20/18	The Supervisor met with the Communication Assistant to discuss the complaint. It was determined that the Communication Assistant did follow proper protocol in keeping the customer informed due to user not responding to their outbound party. The Communication Assistant did not take control of the call, but still was coached anyhow. Supervisor followed up with customer via email as requested.
103	03/20/18	A Sprint IP user stated that the Communication Assistant disconnected the caller while the caller was giving a correct number to dial. The caller was unsure when the Communication Assistant disconnected them and stated that it may have been a delay, but the caller was unsure. The Assistant Supervisor apologized for the inconvenience. Customer requested a follow up via email.	03/20/18	The Communication Assistant did not remember the call, but suspected it may have been a technical issue. The Communication Assistant was coached by the Quality Supervisor over the consequences of improper line disconnects. She was also instructed to call for assistance to report any technical issues on calls. A follow up email was sent as requested.
104	03/21/18	The customer stated that the Communication Assistant took control of the call by not following instructions to inform the customer which options were chosen. Also, the Communication Assistant didn't type the name of the company, only typed holding and informed the customer when the person hung up. The customer stated that they have been experiencing Communication Assistants taking control of the call more often lately. Customer Service Representative apologized to the customer and said that this information would be given to the appropriate person for follow up with the Communication Assistant. The customer would like to have follow up.	03/21/18	Communication Assistant was coached on the importance of following customer instructions and keeping the caller informed through out recordings and entire call.
105	03/21/18	The customer stated that the Communication Assistant didn't follow instructions and took control of the call. The Communication Assistant informed the customer that the call was being transferred, but didn't type what options were chosen. Customer Service Representative apologized for the inconvenience and informed the customer that the information would be given to the appropriate person for follow up with the Communication Assistant. Customer would like follow up.	03/21/18	The Communication Assistant identified by the customer is no longer employed so, unfortunately, it was not possible to discuss this matter with the Communication Assistant. A follow up email was sent to the customer.

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106	03/24/18	The customer indicated that the Communication Assistant did not bring the Relay Supervisor on line as requested. The Customer Service Representative indicated that follow up would be made with the Communication Assistant's Supervisor. The customer did not request any follow up.	03/24/18	The Supervisor met with the Communication Assistant and the Communication Assistant doesn't remember getting any calls requesting a Supervisor, but will get a Supervisor whenever it is requested. Customer did not request a follow up.
107	03/26/18	The customer stated that the Communication Assistant did not follow instructions. Relay Customer Service apologized for the problem and assured that the complaint would be turned in as stated. Email reply requested.	03/26/18	Communication Assistant understands the importance of following a customer's instructions and apologized for the inconvenience. Communication Assistant stated that they will be more aware moving forward. Follow up email sent as requested.
108	03/26/18	The customer stated that the Communication Assistant never typed the recorded message. Relay Customer Service apologized for the problem and assured that the complaint would be sent in as stated. Email back requested.	03/26/18	The Communication Assistant was followed up with and, after discussion and further clarification from the customer, it was determined that the Communication Assistant followed the proper procedure in this situation. A follow up email was sent to the customer.
109	03/28/18	The customer stated that the Communication Assistant did not respond appropriately. She had called a lady who seemed to have no experience with deaf people. The Communication Assistant responded with a text that seemed rude. She would like the Communication Assistant educated that this is not the way to respond to the customer, but is supposed to follow what I say to the caller. Relay Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	03/28/18	The Communication Assistant was coached by a Supervisor on the importance of communicating in a polite and professional manner. The Communication Assistant was also reminded of remaining transparent and not getting involved with the call. Follow up not requested.
110	03/28/18	The customer stated that his Sprint IP number has a ghost calling his Sprint Mobile IP number. Relay Customer Service Representative thanked him for letting us know and assured that a trouble ticket would be turned in on the issue as stated. No call back requested.	03/28/18	Resolved this with the network. The customer did not request follow up.
111	03/29/18	The caller reported that any call he places through SprintIP connects him to a number that he does not know who it belongs to. This is not new, as it has been happening for a long while. Also, Customer Service Representative noticed that the caller's phone number came in as TTY and not IP. Customer Service apologized and advised that there would be a trouble ticket stating the problem that is occurring. The caller would prefer follow-up by email. Follow up requested. Trouble ticket submitted.	03/29/18	The technician made a test call and it worked. The technician suggested that the customer reboot their computer. Sent 3 follow up emails to the customer and customer has not responded - case is closed.
112	04/02/18	Customer's Sprint Mobile IP number is calling someone when she is not. Apologized. No follow-up requested. Trouble ticket submitted.	04/02/18	Category number change. The technician fixed it. Customer did not request follow up.

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113	04/06/18	The caller reported that the Communication Assistant and Supervisor broke into his conversation with his bank after a 30 minute conversation stating that the call appeared as fraudulent activity. Customer Service Representative apologized and explained that a Supervisor might interrupt when a call is flagged as suspicious. Customer Service thanked him for letting us know and told him that the report would be sent to the call center. He would like follow up via email.	04/06/18	The Supervisor met with the Communication Assistant. The Communication Assistant followed procedures by remaining transparent and not getting involved in the call. The Supervisor followed up with customer via email.
114	04/10/18	A Sprint IP Relay customer stated that the Communication Assistant did not read their notes immediately and then the Communication Assistant hung up on them. The Assistant Supervisor apologized for the inconvenience. The customer requested follow up via email.	04/10/18	The Supervisor met with the Communication Assistant who did not recall the incident. The Communication Assistant was coached on the importance of not disconnecting calls and reading customer's notes. The Communication Assistant was also advised of the consequences of doing so. The Supervisor followed up with the customer via email explaining what had happened and the appropriate action was taken to ensure that the Communication Assistant understands the procedures.
115	04/11/18	The Communication Assistant did not type the answering machine recording or let the customer know that it had disconnected. The customer "stepped away for a moment" and returned to find that the Communication Assistant had disconnected him "due to no response." The Assistant Supervisor thanked the customer for bringing this to our attention, recorded the customer's complaint, and assured the customer that this information would be passed on to the Communication Assistant's Supervisor. The customer did request follow up via email.	04/11/18	The Supervisor was unable to follow up with the Communication Assistant due to the Communication Assistant's number provided doesn't belong to any employee in the center. The Supervisor followed up with customer via email as requested.
116	04/12/18	A SprintIP Relay user stated that the Communication Assistant disconnected. The Assistant Supervisor apologized for the inconvenience. The customer requested a follow up via email.	05/09/18	The Communication Assistant was coached by the Quality Supervisor over the consequences of improper line disconnects. A follow up email was sent 5/10/2018 per customer's request.
117	04/18/18	A SprintIP Relay user stated that the Communication Assistant did not readial after the customer requested information from a recording. The Communication Assistant sent to customer that the "Communication Assistant no longer has info". The caller was disappointed with the procedure and disconnected the call. The Assistant Supervisor apologized for the inconvenience. The customer did not request a follow up.	04/19/18	The Communication Assistant does not recall this situation; however, was coached on the importance of following proper procedure.
118	04/23/18	A SprintIP Relay user stated that the Assistant Supervisor told the customer that per FCC rules, can only (redialing) instead of re-verifying number before each out dial even though the customer has it in their notes to verify and re-verify each number even on redials. The Assistant Supervisor apologized for the inconvenience. The customer requested follow up via email.	04/23/18	The Assistant Manager spoke with the Center Manager regarding the procedure to Relay information for the Communication Assistants at the bridge. The Communication Assistants understand the importance of following the customer's notes and instructions.
119	04/25/18	The customer stated that they asked the Communication Assistant to keep calling until someone answered. The Communication Assistant dialed out and then there was no typing of any kind for 2 to 3 minutes. They did the same thing on every call. Relay Customer Service apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.	04/25/18	When following up with the Communication Assistant, they demonstrated knowledge of the proper procedure for keeping the customer informed of the progress of the call. They stated that during that call, there was need for a Communication Assistant change, so the redialing process was still in progress when the second Communication Assistant continued the call. The Communication Assistant was coached on always making sure to remain focused and keeping the customer informed at all times.

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120	04/26/18	The customer stated that when the Communication Assistant dialed out, they reached a recording. The customer requested that the Communication Assistant disconnect (the outbound line) and get a Relay Supervisor. The customer then said that "the Communication Assistant said sorry we cannot hang up on the outbound line and then disconnected on me." The Assistant Supervisor apologized for what had happened and that we would be sure to follow up with the Communication Assistant. The customer did request a follow up via email.	04/26/18	The Communication Assistant did not recall this particular call. The Communication Assistant did state that the Communication Assistants do not disconnect inbound callers. The Supervisor reminded the Communication Assistant that the customer is in control of the call. So, in the future, if a customer requests a Communication Assistant to hang up on the outbound line and get a Supervisor, the Communication Assistant is able to and should do so. The Supervisor also reminded the Communication Assistant that an inbound customer should not be disconnected on under any circumstance without Supervisor approval. Customer was sent a follow up email on 4/30/18.
121	05/01/18	A SprintIP Relay user stated that the Communication Assistant did not keep them informed with background sounds before being placed on hold. Assistant Relay Supervisor apologized for the inconvenience. Customer requested follow up via email.	05/01/18	The Communication Assistant was met with by the Supervisor. The Communication Assistant did follow proper procedures during the entire call. Customer follow up completed via email as requested.
122	05/17/18	The customer requested for the Assistant Supervisor to confirm the number that the Communication Assistant inputted for recording. The Assistant Supervisor said we don't have that information. Thanked the customer for feedback and let them know it will be directed to the appropriate Supervisor. Customer requested follow up.	05/17/18	The Supervisor conferred with the Center Manager and Assistant Center Manager. It was determined that the Assistant Supervisor followed procedure as the information the customer was requesting was no longer available. Follow up sent via email.
123	05/17/18	A SprintIP Relay customer stated that the Communication Assistant explained the relay service before asking for the department requested. The Communication Assistant did ask for the department, but didn't include the issue when asking for the department. The customer also stated that they just wanted the Communication Assistant to be coached and followed up with the customer afterwards. The Supervisor apologized to the customer for the inconvenience. Customer requested a follow up via email.	05/17/18	The Communication Assistant was met with and coached by the Supervisor to follow all customer's instructions and to keep the caller informed. The Customer was followed via email as requested by Supervisor.
124	05/28/18	A SprintIP Relay customer stated that the Communication Assistant dialed out before reading their notes and also didn't verify the number. The caller also instructed the Communication Assistant to hang up on outbound line, but Communication Assistant hung up on the inbound line which disconnected customer from Relay. The customer is very upset. Assistant Relay Supervisor apologized for the inconvenience. The customer requested follow up via email.	05/28/18	The Communication Assistant was met with and coached to follow customer notes and instructions. The Customer was followed up via email as requested.
125	05/30/18	The Communication Assistant did not verify the number to call before dialing out which is stated in the customer notes. Customer Service apologized for the inconvenience and informed customer that the information would be forwarded to the appropriate person for follow up. The customer would like a follow up email.	05/30/18	The Communication Assistant didn't remember the call but was coached on the proper procedure and to always make sure to take time to read the customer notes and keep the customer informed. The Customer was sent a follow up email.
126	05/30/18	After informing the customer that the phone was ringing, the customer stated that the Communication Assistant did not ask if they wanted to continue and to let it ring. The Communication Assistant typed Ready to Hang Up once, sent the disconnect phrase and hung up. Thanked the customer for their feedback and let them know it would be forwarded to the appropriate person for follow up. The customer would like a follow up email.	05/30/18	The Communication Assistant understands the proper procedure for keeping the customer informed that the line was still ringing and to continue to let it ring unless otherwise informed by customer. Follow up to customer was sent via email.